

Міністерство освіти і науки, молоді та спорту України
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ЗБІРНИК ТЕКСТІВ І ЗАВДАНЬ
ДЛЯ ПРАКТИЧНОЇ РОБОТИ
З ДИСЦИПЛІНИ

“ІНОЗЕМНА МОВА (ЗА ПРОФЕСІЙНИМ СПРЯМУВАННЯМ)”
(АНГЛІЙСЬКА МОВА)

(для студентів 2 курсу заочної форми навчання напрямів підготовки
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Збірник текстів і завдань для практичної роботи з дисципліни «Іноземна мова (за професійним спрямуванням)» (англійська мова) для студентів 2 курсу заочної форми навчання напрямів підготовки 6.140101 «Готельно-ресторанна справа», 6.140103 (6.020107) «Туризм». / Харк. нац. акад. міськ. госп-ва; уклад.: Л. М. Писаренко. – Х.: ХНАМГ, 2011. – 52 с.

Збірник текстів і завдань призначений для студентів заочної форми навчання, які у майбутньому будуть працювати у сфері готельного, ресторанного і туристського сервісу. Тематика збірника та система завдань дає змогу сформуванню комунікативну та соціальну компетенції студентів. Запропонована інформація є необхідною для ефективного виконання професійних обов'язків майбутніх спеціалістів.

Рецензент: канд. філол. наук, доцент кафедри іноземних мов Харківської національної академії міського господарства О. Л. Ільєнко

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INTRODUCTION

TO THE STUDENT

This book is to help you to improve your skills in reading and speaking English, the English grammar and vocabulary.

All students need practice. There are a lot of different certain basic things in English. They cannot be mastered without a great deal of practice. In order to improve your English, you should try to make the most of your classroom time.

REMEMBER:

- Good learners know that a teacher cannot do everything.
- To make progress, you must take responsibility for your own learning. Learning English or other languages is like learning to ski or skate. Your teacher can show you what to do, but you must do it.
- People often remember things better when we work them out for ourselves, rather when we are simply told. Asking questions does not mean you are stupid. It is a vital part of the learning process.
- Speaking tasks, group work are not a waste of time. If you are asked to do this, it gives you a chance to use your English.
- Do more than give a 'minimum response'. This will help you to be more confident with your English.
- No one can learn languages without making mistakes. Don't worry about every little mistake, identify important mistakes and work on those.
- Your first languages can help you learn English, if some words or grammar structures are similar. But the less you rely on translation, the better you will communicate in English.
- It is never enough simply to know something. You must be able to do things with what you know.

Each unit here gives you the vocabulary of tourism, words and expressions that will be useful to you and help you understand written and spoken English.

UNIT 1

TYPES OF RESTAURANTS

TYPES OF MENUS

PART 1

I Pre-reading task.

Answer the questions and discuss in small groups.

1. Have you ever been to the restaurant?
2. Which type of restaurant have you ever been to?
3. Which type of restaurant is your favorite one? Why?

II Read and translate the text.

Restaurant Types

Browsing Restaurant Types

Today there are many different types of restaurants, from fast food to family casual. Here is a brief overview of some of the more popular restaurant concepts.

Fast Food Restaurant

Fast food is the most familiar restaurant to most people. Chains like McDonalds and Burger King became popular in the 1950s, and helped spawn countless other concepts like Taco Bell, KFC and In&Out Burger. Fast food service attracted customers for its speed and convenience. Fast food restaurants are typically chains. If you are thinking of opening a fast food franchise, keep in mind that the initial costs of franchising are more expensive than opening an independent restaurant.

Fast Casual Dining

This is one of the biggest trends right now. Fast casual is slightly more upscale than fast food. Fast casual restaurants offer disposable dishes and flatware, but their food tends to be presented as more upscale, such as gourmet breads and organic ingredients. Open kitchens are popular with fast casual chains, where customers can see their food being prepared. Boston Market is classified as fast casual.

Café

A café is a restaurant that does not offer table service. Customers order their food from a counter and serve themselves. A café menu traditionally offers things such as coffee, espresso, pastries and sandwiches. Cafes originated in Europe and are strongly associated with France. They are known for their casual, unhurried atmosphere. Outdoor seating is another trademark of a café. Panera Bread is an example of a popular bakery-café chain. The term bistro is sometimes interchanged with café. A bistro is actually a café that offers full meals (albeit, cheaper than a full fledged sit down restaurant).

Pub

Short for Public House, pubs date back hundred of years to Europe, especially Great Britain. Pubs have a timeless appeal, for their laid back atmosphere. Brewpubs offer beer made in house, as well as a wide selection of other beers and ales. Pubs can offer full menus, as well as appetizers. Many casual style restaurants have a separate pub side to their establishment.

Casual Style Dining

Also known as family style dining in the United States. Casual style restaurants offer moderately priced entrees. This is one of the largest markets in the US right now. Casual style dining can be any number of themes, from Italian (Olive Garden) to seafood (Red Lobster) to Mexican (Chilis). Casual style restaurants offer table side service, non-disposable dishes, while still keeping the menu moderately priced.

Fine Dining

Just as the name implies, fine dining is used to describe a much more upscale restaurant, one that offers diners an elegant atmosphere with high quality service. The

chefs in fine dining restaurants are usually professionally trained, and the food is fairly expensive, but worth it.

III Find the Ukrainian equivalents to the following restaurant types

Restaurant (in English)	Restaurant (in Ukrainian)
Bakery	
Bistro	
Brew Pub	
Casino Restaurant	
Coffee House	
Counter Service	
Creperie	
Deli	
Dessert	
Diner	
Dinner Theater	
Fast Food	
Fine Dining	
Fondue	
Gastropub	
Green	
Hookah Lounge	
Hotel Restaurant	
Jacket Required	
Juice Bar	
Lounge	
Oyster Bar	
Piano Bar	

Pub	
Restaurant Bar	
Sports Bar	
Steakhouse	
Taco Shop	
Tapas	
Tavern	
Tea Room	
Wine Bar	
Winery Restaurant	

IV Read this passage, and match the names of the restaurants and bars in bold with the type of establishment they are on the next page.

There are lots of different places where you can eat in my home town. I'd like to tell you about some of them.

Let's start with the High Street, which has the highest concentration of restaurants in town. First of all, at number 7 you will find **'Wok and Roll'**, which specialises in food from Beijing and Canton. You can't actually eat your food here, but they put your food in special containers that keep it hot until you get it home. Next door at number 9 is **'Curry in a Hurry'**, the best place in town for spicy dishes from south Asia. Opposite, at number 11, is **'Wetback's'**, which does excellent fajitas, burritos, quesadillas and chillis, and two doors further down is **'Frank's Plaice'**, which does lovely crispy battered cod and haddock in the good old traditional British style. There's also **'The Big Munch'** nearby. This place is fine if you are in a hurry and need something quick to eat, but I personally wouldn't touch their burgers, fries and fried chicken without really good insurance: their food hygiene record is really terrible! However, if you like good (and safe!) American

food, check out '**Souperman**', which is behind the supermarket. There are only six tables, so get there early. Great state-side cooking, and really friendly service.

At the end of the street, there's a new Spanish place, '**Bar Celona**'; as the name suggests, it's a bar rather than a restaurant, but you can get lots of small dishes to eat while you drink. If you want a proper sit-down Spanish meal, try '**Alhambra**' nearby. Their paella and gazpacho are particularly good. Directly opposite is '**Wasabi-Go!**', which is a great place if you like Japanese-style raw fish; their nigiri and temaki are the best I've ever tasted! Also on the High Street, you'll find the Westbridge Shopping Centre, and on the first floor you'll find '**Tastes**'. This is the perfect place to eat if you've been shopping in the centre, as there are lots of different outlets selling different kinds of cooked food; you buy what you like and then eat in a central seating area. The food is good and cheap, and there is a huge variety.

Denmark Street is at the end of High Street. There are no restaurants here, but '**The Red Lion**' is a great place for a drink before or after dinner. It's very traditional: no jukebox, no fruit machines and absolutely no big-screen television. Oh, and the beer there is out of this world.

Go to the end of Denmark Street, and you'll get to Mill Street. There are several more places to eat here, starting with '**Mamma Mia's**' at number 4: when it comes to the perfect pizza, the chef in this restaurant knows the importance of having a really good thin and crispy base and fresh toppings. If you like Italian food, you could also try '**Pasta Master**' at number 8. Their speciality is pasta, of course, but they also do wonderful meat, including a veal dish which is, er, veally good. Ha ha! For those who prefer French food, you have '**Aux Trois Cloches**' at number 6. This is a small, informal, friendly place with good tasty cooking at very reasonable prices. If you have money to burn, you could try the much more formal '**Le Poisson d'Or**' at number 18 (although be warned, even the starters won't cost you less than £20 each, and the waiters are a bit snobby, especially the sommelier and the Maitre d'. And they won't let you in without a jacket and tie).

Mill Street leads to Venice Square, and there are a few more places here. For a traditional British roast dinner, I would recommend '**Silverthorne's**'. You help yourself to a selection of vegetables and sauces or gravies from a buffet, and then a chef cuts you a portion of beef or lamb. For something equally British but less extravagant, you might like to try '**Rosie Lee's**' for a nice cup of tea and a slice of cake (or you could try their wonderful cream teas). On the other side of the square is '**Jimmy's**', where you can get things like pies, sandwiches and light meals. The best place to eat here, however, is '**The George and Dragon**'. This used to be a terrible place: warm beer, the stink of cigarette smoke, fights on a Saturday night. Then two years ago it was bought by a professional chef and he's turned it round completely. You can still drink here, but there's now also a restaurant section serving superb food. Last month the chef received his first Michelin star!

The station is just behind Venice Square. If you're waiting for a train and you're hungry, you could go to '**Choo-Choo's**', which is in the station itself. However, unless you like stale pork pies, sandwiches that curl at the corners and coffee that tastes like mud, I would avoid this place.

1. Wok and Roll	a) tapas bar
2. Curry in a Hurry	b) food court
3. Wetback's	c) tea room
4. Frank's Plaice	d) buffet
5. The Big Munch	e) pizzeria
6. Souperman	f) Tex-Mex restaurant
7. Bar Celona	g) Fish and chip shop
8. Alhambra	h) gastropub
9. Wasabi-Go!	i) snack bar
10. Tastes	j) relais
11. The Red Lion	k) diner
12. Mamma Mia's	l) sushi bar

13. Pasta Master	m) fast food restaurant
14. Aux Trois Cloches	n) Indian restaurant
15. Le Poisson d'Or	o) bodega
16. Silverthorne's	p) pub
17. Rosie Lee's	q) Chinese takeaway
18. Jimmy's	r) bistro
19. The George and Dragon	s) carvery
20. Choo choo's	t) trattoria

PART 2

I Pre-reading task.

Answer the questions and discuss in small groups.

1. Which type of restaurant menu do you know?
2. Which type of restaurant menu is your favorite one? Why?

II Read and translate the text.

Types of Food Menus in Restaurants

By Evan LeRoy, eHow Contributor

A menu is a restaurant's face to the world.

Different restaurants offer different cuisines, customs and price ranges as well as different menu styles. A menu is the most visible and most important part of a restaurant's concept--its face to the world. The menu of a fast-food restaurant differs dramatically from that of a fine-dining restaurant--and not just because of the food.

Static Menu

Customers might get bored with a static menu.

The most common type of menu, a static menu, changes or is updated infrequently. These menus usually are laminated for easy cleaning and reuse or

printed on a wall. Fast-food restaurants, chains, diners and delis typically have static menus.

These menus usually are divided into categories of appetizers, salads and soups, entrees, and desserts. Some of the benefits of a static menu include increased familiarity among guests, dish stability across different locations and speedy production. Disadvantages include difficulty finding seasonal ingredients, stale menu items and the risk that customers will get bored.

À la carte Menu

More of a pricing system than a menu style, an à la carte menu is not defined by how long it remains the same but by how the customer orders. Main dishes are not grouped with side items under one price; rather, a guest orders a meat, a starch and a vegetable separately and pays for them separately. This is a way restaurants earn higher profits on inexpensive side items, such as potatoes. Truly versatile, an à la carte pricing scheme can be similar to a static menu if its items rarely change and can be found in many restaurants, from fast food to fine dining.

Prix-Fixe Menu

A prix-fixe menu offers several courses (usually with choices) for one fixed price. These menus sometimes include amuse bouche, appetizer, salad, soup, intermezzo, seafood, meat and dessert courses. A prix-fixe menu can be expensive, but it also offers a lot of food. Found mostly at chef-driven, fine-dining restaurants, a prix-fixe menu changes frequently and usually focuses on seasonal ingredients. Sometimes listed as the "chef's tasting menu" or the "degustation menu," this type of menu is described as "showcasing the chef's flair for combining flavors and textures" by John R. Walker in his book "The Restaurant: From Conception to Operation."

Du Jour Menu

"Du jour" translates to "of the day," as in "soup du jour." These menus change daily and are focused on seasonal ingredients, preparing the freshest food possible. While some restaurants offer only daily specials, every item on a du jour menu is a special. Often called chalkboard menus (because they're sometimes written on one), du jour menus highlight fresh fish and seasonal vegetables and center on preparations in sync with the time of year. One of the drawbacks to chalkboard menus is that there is a limited supply window for certain ingredients and guests can't come back for the same dish all year.

Cycle Menu

A cycle menu is a set of dishes or menu items that is different for each day during a cycle and repeats. These menus are found in school cafeterias, hospitals and other institutional facilities. The goal is to avoid boredom while keeping the dishes easy to prepare. Cycles can run from one week to one month and beyond.

III Match the letters in column A with those in column B to make the names of basic foods. The first one in the first section has been done as an example.

Group 1: Meat and poultry

(Example: ba___ + ___con = bacon)

A	B	A	B
ba___	___mb	mut___	___rk
be___	___ef	phea___	___bit
chic___	___ con	pig___	___al
du___	___ose	po___	___son
go___	___ck	rab___	___sant
ha___	___re	ve___	___eon
la___	___ken	veni___	___ton

Group 2: Fish and seafood

A	B	A	B
co___	___ring	oys___	___lop
cr___	___sel	pla___	___mon
cray___	___dock	pra___	___ice
had___	___ab	scal___	___na
her___	___ster	sal___	___ter
lob___	___fish	tro___	___wn
mus___	___d	tu___	___ut

Group 3: Vegetables

A	B	A	B
arti___	___gette	let___	___tuce
aspa___	___flower	mar___	___corn
aub___	___coli	mush___	___on
broc___	___rot	oni___	___kin
cab___	___ragus	pe___	___per
car___	___mber	pep___	___room
cauli___	___bage	pump___	___as
cour___	___choke	sweet___	___row
cucu___	___ergine	tur___	___nip

Group 4: Fruits

A	B	A	B
apri___	___wi	necta___	___rine
che___	___berry	pl___	___berry
goose___	___hee	pe___	___um
gra___	___me	pea___	___ch

ki___	___cot	pap___	___melon
li___	___go	pine___	___apple
lyc___	___pe	straw___	___aya
man___	___rry	water___	___ar

Group 5: Herbs and spices

A	B	A	B
chi___	___ger	pep___	___me
cinn___	___in	pap___	___rika
cori___	___lic	par___	___ron
cum___	___ander	rose___	___mary
gar___	___lli	saff___	___per
gin___	___amon	sa___	___eric
nut___	___gano	turm___	___ge
ore___	___meg	thy___	___sley

ADDITIONAL TEXT

I Read the text and answer the questions:

TYPES OF RESTAURANTS

There are eight different types of places where people can eat and drink. They are very luxurious restaurants, formal luxury restaurants, informal restaurants serving national dishes, coffee-shops, snack-bars, fast-food restaurants, bars and night clubs.

At the very luxurious restaurants dinner is a la carte. Such restaurants are usually famous for their haute cuisine. They have a sophisticated atmosphere. Their service is impeccable.

At the formal luxury restaurants the surroundings are elegant and the cuisine is superb. They are appropriate for business lunches and romantic dinners.

The informal national restaurants serve typical local dishes. They offer a lot of home-made dishes. They make bread and pasta themselves. These restaurants have two sorts of dinner menu: a la carte and a three-course fixed price menu. The atmosphere is cosy and relaxed and the meals are reasonably priced there.

At the coffee-shops the surroundings are modest and the atmosphere is friendly. The customers can have quick snacks with drinks there. These places serve sandwiches, salads, cakes and beverages. They may offer table service, counter service or self-service.

The snack-bars have a very relaxed atmosphere and very modest surroundings. They offer self-catering as a rule. The customers can have some snack with their drink.

The fast-food restaurants offer a very quick counter service. The choice of food and drinks is fixed but limited. Such places provide a drive-in and take-out service.

The bars offer different kinds of drinks, mixed drinks, beer, juices, soda. They can also serve nuts and crisp biscuits to go with the drinks.

At the night clubs the customers can have excellent wine and delicious dishes and dance to a band. Such places have a floor show. The customers can gamble if they like. They are very expensive but provide overnight catering and entertainment until 4 a.m. as a rule.

Comprehension questions

1. What are the eight different types of places where people can eat and drink?
2. What kind of places are the very luxurious and the formal luxury restaurants?
3. What kind of places are the informal national restaurants?
4. What kind of places are the coffee-shops and the snack-bars?
5. What kind of places are the fast-food restaurants?
6. What kind of places are the bars?
7. What kind of places are the night clubs?

Vocabulary

a la carte menu – порційне меню

counter service – обслуговування біля стійки

fixed price menu — комплексне меню

haute cuisine – вишукана кухня

impeccable – бездоганний

informal restaurants – звичайний ресторан

luxury restaurants – раскішний ресторан

self-catering – система самообслуговування

self-service – самообслуживание

snack – закуска

sophisticated – вишуканий

table service – обслуговування за столами

II.Group the following terms according to the titles in the table (6 terms in each group):

Coffee, banqueting suite, pantry, cereals, self-catering, continental breakfast, buffet service usual, bacon, biscuit, soda, counter service, roll, servery, storeroom, room service, table d'hote dinner, linner, tea, mixed drink, toast, brunch, cocktail lounge, drive-in service, beer, sandwich, a la carte dinner, full English breakfast, dining-hall, table service usual, juice.

FOOD	BEVERAGES	PREMISES	TYPES OF MEALS	TYPES OF FOOD SERVICE

Grammar

Participle I. The Continuous Tenses.

I. Form Participle I (Present Participle) of the following verbs

Pattern: to draw – drawing

 to write – writing

To speak, to study, to ski, to live, to produce, to provide, to love, to develop, to show, to solve, to pay.

II. Translate into Ukrainian paying attention to the functions of Participle I

a) 1. I came up to the students discussing their time-table. 2. Do you know the teacher speaking to our students? 3. This is a big factory producing textile machinery. 4. The students learning English are in the phonetic study.

b) 1. Speaking on the topic "Great Britain" the teacher showed many pictures. 2. While studying a foreign language students learn new words. 3. Writing the text we used our dictionaries. 4. Translating the article, we discussed the variants.

c) 1. The students are writing their tests. 2. Ann is reading an economic article. 3. Are you learning business? 4. Ukraine is developing its economic contacts.

III. State the functions in Participle I

1. I don't remember the name of the man standing near the window. 2. Those girls coming into the reading-hall are students of our group. 3. Studying foreign languages the people enrich their native language. 4. They are discussing a very important problem.

IV. Make the following sentences negative and interrogative

1. He is drawing. 2. She is playing chess. 3. I am watching television. 4. The girl is singing. 5. They are working. 6. We are having talks. 7. Mr. Brown is writing a letter. 8. We are learning English.

V. Use the Present Continuous instead of the Infinitive in brackets

1. He (not to work), he (to watch) the TV program. 2. Kitty (to finish) her porridge. 3. Look, the sun (to rise). 4. John (to polish) his boots and his sister (to press) her dress. 5. It (to rain)? Yes, it (to rain) very hard. 6. The delegation (to leave) Moscow

tomorrow. 7. Somebody (to talk) in the next room. 8. Who (to make) such a noise? 9. What you (to read) now? 10. The weather is fine. The sun (to shine) and the birds (to sing). 11. Somebody (to knock) at the door. 12. You (to go) anywhere tonight? 13. Why you (to speak) so fast? You (to make) a lot of mistake. 14. Who you (to wait for)? 15. I can't hear what they (to talk) about.

VI. Use the verbs given in brackets in the Present Indefinite or the Present Continuous tenses

1. Why you (to work) so fast today? You usually (to walk) quite slowly. – I (to hurry), I am afraid to miss the train. 2. Cuckoos (not to build) nests. They (to use) the nests of other birds. 3. I always (to buy) lottery tickets but I seldom (to win). 4. You can't have the book now because my brother (to read) it. 5. Some people (to do) everything with their left hand. 6. Who (to make) the terrible noise? - It's my son. 7. How you (to feel)? 8. Switch on the light. It (to get) dark. 9. You (to understand) the rule? 10. The sun (to set) late in summer. 11. What you (to look for) ? - We (to look for) our grandmother spectacles. 12. I (not to know) what he (to want). 13. What time she (to come) here as a rule? 14. Look, snow still (to fall). 15. It often (to rain) in October.

VII. Translate the following sentences into English . Pay attention to the use of the Present Continuous to express an action in the near future

1. Ми зараз дуже заклопотані, оскільки ми від'їжджаємо завтра . 2. Поїзди відходять і прибувають через 5 хвилин. 3. Делегація англійських вчителів прилітає (to arrive by plane) сьогодні ввечері до Києва. 4. Моя сестра приїжджає в суботу. Я мушу її зустріти. 5. В понеділок я складаю іспит з історії Англії. 6. Студенти складають екзамени два рази на рік. 7. Моя подруга влаштовує сьогодні вечірку. 8. Коли вони влаштовують вечірку, вони, як правило, запрошують всю нашу родину.

VIII. Translate into English using the Present Indefinite or the Present Continuous

1. Студенти складають екзамени. Не здіймайте галасу в коридорі. 2. Ви чуєте шум у коридорі? 3. Зачекайте хвилину, вони зараз вечеряють. 4. Послухайте, в сусідній кімнаті хтось плаче. 5. Восени птахи відлітають до теплих країн, а весною повертаються знову. 6. Кого ти чекаєш? – Я чекаю свою подругу. 7. Маленькі діти їдять 4-5 разів на день. 8. Кажуть, що він повертається завтра.

IX. Make these sentences negative and interrogative

1. Ann was going home. 2. It was raining all day yesterday. 3. I was staying in Kyiv in summer. 4. I was reading a book when my friend came. 5. They were writing a letter at six. 6. I was having dinner at that time. 7. We were coming home.

X. Use the Past Continuous instead of the infinitive in brackets

1. He (to sit) in a cafe when I saw him. 2. The two men (to discuss) something when I interrupted them. 3. She (to go) to the plant when I met her. 4. I (to write) a letter when you phoned me yesterday. 5. What you (to do) when he came? 6. I (to swim) when I saw a boat. 7. She (to cook dinner) when I came in.

XI. Translate the following

1. Вчора ввечері йшов дощ, тому я залишився вдома. 2. Він телефонував мені, коли ми вечеряли. 3. Сонце сідало за гори, коли я підійшов до села. 4. Петро питав, коли я ввійшов. 5. Я не працював увечері. 6. Ми розмовляли про Джиммі, коли він вбіг до кімнати. 7. Елісон та Енні розмовляли на східцях.

XII. Make these sentences negative and interrogative

1. We shall be waiting for you at the cinema the whole day long. 2. He will be writing a text at 10 o'clock. 3. It will be raining all day. 4. He will be delivering a lecture from 5 to 6. 5. The students will be working in the laboratory at 12. 6. I shall be teaching her to skate from 6 to 7. 7. We shall be passing our examination tomorrow at 12.

XIII. Use the Future Continuous instead of the infinitive in brackets

1. You (to do) your homework at 5 o'clock. 2. Where the man (to sit) at that time? 3. What he (to do)? 4. The sun (to shine) at noon. 5. We (to translate) this text from 5 to 6. 6. What you (to do) tomorrow at 6? 7. We (to play) tennis the whole morning tomorrow.

XIV. Translate the following:

1. Коли ви прийдете до мене, я буду працювати в лабораторії. 2. Я буду відпочивати в цей час. 3. Він гратиме в шахи з 8 до 9. 4. Ми будемо чекати на вас весь вечір. 5. В неділю о п'ятій годині я допоможу вам.

XV. Use the Past Continuous or the Future Continuous instead of the Infinitives in brackets

1. When I got back they (to have) supper. 2. When I get back they (to have) supper. 3. At ten o'clock he still (to sleep), and we had to wake him. 4. Don't come at ten, I'm sure he still (to sleep). 5. I was late for the meeting. When I entered they (to discuss) what slogans to make for the demonstration. 6. We (to wait) for you at the metro station. Don't be late. 7. I always prepare my lessons in the morning; so tomorrow morning I (to do) the same. 8. Can you tell me what you (to do) at eight o'clock? I couldn't get you on the tomorrow.

UNIT 2

HISTORY OF HOTELS TYPES OF THE ROOMS

I Read and translate the text

The History of Hotel & Restaurant Management

By Stephanie Chandler, eHow Contributor

Hotel and restaurant management are bundled together and known as the hospitality industry. Hospitality comes from the French word "hospice," meaning to take care of those traveling and provide for the weary. The history of this industry is long as hospitality providers have been around at least as early as 40 B.C. Hospitality has changed dramatically through the years in response to influences such as wars, economic fluctuations and social changes.

Early Times

The earliest record of the hospitality industry lies with the Romans. Roman men traveled for business and were the first to travel for leisure as well. Once the Roman Empire fell, much of the hospitality industry fell to religious orders such as monasteries who welcomed travelers. With the increased use of the stagecoach, English travelers stayed in inns, which were actually private homes that provided a room and meal.

16th Century

The Renaissance Period marked a new era for the hospitality industry with the opening of Hotel de Henry IV in 1788. This was the first actual hotel offering 60 beds to weary travelers. During this period, coffee houses also became a popular gathering place for communities.

18th Century

As settlers from all different parts of the world made their way to the New World (the United States), places to eat, drink and sleep began appearing throughout the colonies. The French Revolution also motivated many French people to leave their home country and head to the United States. This period is what changed and shaped the culinary world as we know it. Escoffier, a world famous chef, created the

hierarchy of chefs, known as the Brigade system that restaurant kitchens still follow today.

19th Century

During the 19th century, the explosion of the luxury hotel era began. Hotels such as the Savoy built in London in 1898 and Delmonico's in New York City catered to the rich and elite. The early 1900s is known as the Grand Period of Hotels, since so many large and luxurious ones were built during this time.

This is also the time when modern conveniences were introduced in hotels. In 1880, the Sagamore Hotel on Lake George in New York was the first to have electricity in all its rooms. The Victoria Hotel in Kansas City offered private bathrooms in each room, while the Netherland Hotel in New York City was the first to provide a telephone in each room.

20th Century

With the increase and ease of travel, the 20th century brought many changes and advances to the hospitality industry. Casual dining became popular, and the introduction of franchising allowed chains like White Castle, TGI Fridays and Chilis to dominate the restaurant scene. No longer were restaurants considered a place for only the rich and elite. Hotels also experienced growth due to mass tourism, higher salaries and more people living longer and being able to enjoy their retirement years.

Although the hospitality industry has experienced periods of downturn, such as in 1991 due to the Gulf War and 2001 due to September 11th, the hospitality industry remains strong.

II Put 10 questions to the text.

III Make a report about history of hotels in your country.

Hotel Rooms

It is quite strange, that so far in the hotel industry has not appeared a unified classification system for the hotel rooms. Of course, today almost any modern hotel

has at its disposal standard rooms and suites. But often the same category of rooms in different hotels may imply different living conditions.

There are basic classification systems, which are used in some countries more than one decade. It basically concerns the hotel sector in Western Europe, USA, hotels in Australia, Brazil, Japan and some countries of the Asian region. During recent years, the system of hotel room classification was adopted by numerous residence buildings and hotels in Russia.

The class of the room in the hotel mostly depends on the structure of the hotel itself. The classification of the hotel rooms is often used not so much for the indication of comfort, as for the reflection of the number of beds. You can safely say that the general standard for the international hotel business today is a single room. Tourist, staying in it, can count on the separate bathroom, wardrobe, TV set. WI-FI connection to the Internet is a default option practically in all the rooms of new hotels.

Depending on the host country and the status of the hotel a standard room can have additional functions and features. For example, in many hotels in Britain washstands with the separate faucet for cold and hot water can be found. In China the standard set for the bathroom includes a hairbrush, a toothbrush and paste. Thereby the standard set for the bathroom in the world hotel industry includes soap, towels for body and hands and, of late, a shower gel.

In addition to the standard room, the world classification distinguishes more than 30 different types of rooms. The type of the hotel room can depend on the view from the window, the number and the size of rooms, the quality of furniture, the content of mini-bar and the availability of office equipment. In addition to the classification of rooms there is a classification of accommodation. There are also a lot of options: from a double room, where three or more people can stay, to accommodation with children or in the separate cabin on the territory of the hotel. Both the room types and the accommodation types have alphabetic acronyms, primarily in English. For example, BO stands for bed only and means that meals are

not included. An abbreviation SV (sea view) in the description of the room means that you will be able to observe the sea through your window.

In this column we will try to tell you about the most common types of rooms and accommodation, adopted in many countries around the world.

Deluxe Rooms

Deluxe rooms – one of the most expensive rooms in the hotel. Deluxe (De luxe) – the word is from the French language, literally can be translated as <<of luxury>>. The luxury in the modern hotel industry has several degrees. Deluxe rooms – are the spectacular examples of that fact.

For rural hotels in Germany, France, Italy or England luxury means adherence to tradition. Punctuality and permanent courtesy in service, cuisine, the quality of ingredients of which was inspected for centuries, taste in furnishing – this is the appearance of classic European deluxe rooms. At the same time, deluxe rooms in huge hotels of Las Vegas reflect the style of this noisy place. Everything in them is charged with energy and has a propensity to exaggerate. In contrast to the hotels of American gambling capital, the hotels in Japan adhere to tradition of Japanese hospitality with their minimalism and moderate colors.

In different hotels the notion <<deluxe room>> can mean different degrees of comfort. The common attribute of deluxe rooms is their size. Recommendations of the World Tourism Organization advise to adhere to minimal area of about 35 square meters. Most hotels and hotel chains have adopted these standards.

Deluxe rooms are ranked within the highest category of hotel rooms. This category also includes suites, apartments and studios. In the <<golden billion>> countries the notion <<deluxe room>> - is common for all luxury rooms, including so-called president-rooms.

Deluxe rooms consist of several rooms. Typically, these are a bedroom and a living room. There are also suites with separate kitchens. In family hotels deluxe

rooms are equipped with a separate nursery. Many hotels foresee the desires of their eccentric customers and place in their deluxe rooms special premises for pets.

Deluxe rooms of most hotel chains offer their client a wide range of various bonuses. In the price of deluxe room alcoholic drinks in room bar, tickets to opera performance, a subscription for the swimming pool or fitness center, desserts, flowers, massage sessions and tours to local sights can be included.

Deluxe rooms often offer a specific view from the window. In the world of hotel business, there are specific standards, which mean one or another view: SV – the room with a sea view, Mountain View – respectively with a view of the mountains, Inside View – a view of the inner hotel courtyard and so on.

Standard Room

Standard or single room – is a classic of hotel business. A single room in any hotel plays a role of its own currency. According to its price, it is possible to estimate the prices for other types of rooms in the hotel. In the hotel guides standard rooms are usually designated with 3 English letters – STD.

The level and range of services that is available in a standard room – is some sort of litmus paper that indicates the service level of the hotel. In 2* hotels after spending 10 days in the room you might not even meet a maid. While at 5 * hotels in addition daily cleaning the room can be served by a few more people: from florists to aromatherapy and sommelier specialists.

The price of a single room is affected by many factors: the furniture, view from the window, the softness of beds, a telephone in the room and even the soap aroma. In new 3* hotels rooms are supposed to be equipped with the furniture made on a by-order basis. Rooms must have a TV, radio, bed, desk and closet. In Eastern Europe, China, India, several Latin American countries standard rooms are often furnished with the furniture, age of which can be determined only by the annual rings in wood. Nevertheless, many hotels prefer such comfort because it preserves «spirit

of the place». In 5* hotels besides the luxury furniture, the presence of art works - paintings or sculptures - in the room is necessary.

All the standard rooms of 3* hotels are supposed to have their own bathroom. In common 3* hotels it is often replaced with a shower room. In 2* hotels a single bathroom or shower room for the block, consisted of 4 rooms can be found. In the rooms of common 4-5* hotels not only separate bathroom is required. The length of the bath itself is also regulated, which cannot be less than 160cm.

There is a minimum size of a standard room. For 2* hotels the minimal area is 6-9 square meters. The room size is gradually increasing by 2 meters depending on the <<star>> rank of the hotel. The minimal size of rooms in 5* hotels is 16 square meters.

In the hotels of Europe and the United States a standard room in a hotel has a double bed. Many hotels allow up to 4-5 people to stay in a single room. Typically, these are 2-3* hotels, which concern about not so much a reputation as obtaining short-term profits.

Suite

Suite – is a hotel room with an improved design. Suites are often similar in size to a standard room, but the quality of design remains at a high level. The main purpose of a suite – is to provide a customer with a homely home. And not only for a single person, but for the whole family or company.

Most of the suites are spacious rooms with original design solutions. There are several types of suites: junior suites, standard suite, and super suite.

Junior suite slightly exceeds in size an ordinary single room. Its area is about 20-25 square meters. Typically, the junior suite is just one big room, which is divided into two parts: recreation area and lounge. Thereat, junior suite has many technical options which are available in a usual suite, including satellite TV, stereo, DVD and

other equipment. Internet access, mini-kitchen and bar – all of these can be found in this type of suite.

Standard suite – it is at least two rooms with a total area of 28-40 square meters. The <<inside>> of this type of suite is really up-to-date: plasma TV, computer, high-speed Internet. A standard suite is considered to be an idea option for business travelers. Furthermore, in terms of value, it may be more beneficial, as it allows a few guests to live together – whether it's a small company, colleagues or family.

Super suite, which is also called senior suite, executive suite and president suite, is often the most luxurious room in the hotel. In the U.S., Britain, Canada and some other countries there are special «bridal suites», which offer their services to newly married couples.

In the global hotel industry the term ensuite is also known. It means a bathroom in the room, which is connected directly to the bedroom.

In the hotel industry suites are considered to be the one of the most fashionable trends of recent times. Many companies open new hotels now, which only offer suites to their customers. Almost all the leading hotel corporations have such brands in their portfolio, for example giant Hilton and its Embassy Suites hotel chain, French Accor and its 3* suite Hotel. Since the term «suite» has not received the standard definition yet, «City of Hotels» recommends you to ask a certain hotel about the specific parameters of the room size and furnishing.

Grammar

Participle II

I. Remember the forms and functions of Participle II

Форми

1. Для правильних дієслів : Infinitive без "to" + ed solve – solved
2. Для неправильних дієслів: див. таблицю неправильних дієслів , III форма

Функції

Приклади

- | | |
|-----------------------------|---|
| 1.) An attribute | Look at the cup broken by you |
| 2.) The predicative | He felt disappointed |
| 3.) An adverbial modifier | When asked he always helped me |
| 4.) A part of the predicate | They had made a fire before the sun set |

II. Form Participle II of the following verbs

To become, to choose, to pay, to study, to take, to keep, to send, to spend, to decide, to solve, to translate, to write, to give, to express, to get, to make, to do.

III. Read and translate the following sentences. Pay attention to the function of Participle II

1. His speech was received with great applause, mixed with cries. 2. This great dark smoky house crowded to the ceiling with poor inhabitants astonished her highly. 3. Surrounded by difficulties and uncertainly, a boy longed for his parents. 4. I had been seated at the desk for a long time, lost in thought. 5. Absorbed in her book, she did not hear my question. 6. If asked he always helped me. 7. She was expensively dressed. 8. She said nothing as if she was deeply impressed by my words. 9. He is not a manager now. He is retired.

The Perfect Tenses

IV. Make these sentences negative and interrogative

1. I have just seen him. 2. I have already been to the laboratory. 3. They have already finished breakfast. 4. She already seen the sea and wants to go to the Carpathians. 5. The bell has just gone. 6. We have been there before.

V. Choose the proper place of the adverb

1. He has not finished his work (yet). 2. I have not received any letters from them (за останній час). 3. Have you been to London (even)? 4. She has spoken to him (already). 5. The delegation has arrived (just). 6. She has not read very much (recently). 7. I have met her (never). 8. Have you read this book (yet)? - No, I have begun it (just). 9. I have seen him at lectures (never). 10. She has not seen this film, but has heard a lot about it (yet).

VI. Transform the following sentences into the sentences with Present Perfect

1. Our delegation arrived in New York last week. 2. She learns English hard. 3. We work at the library every morning. 4. Did you finish this work yesterday? 5. He speaks English quite fluently. 6. He knocks at your door every morning. 7. We write dictation every week. 8. I write letters to my parents twice a week. 9. He smokes a great deal. 10. The train comes at 5 o'clock. 11. It often rains in autumn. 12. He always thanks for help. 13. He heard this news yesterday. 14. They walk in the park every evening. 15. I wake up early in the morning.

VII. Replace the infinitives in brackets by the required tenses

1. The telegram (to arrive) five minutes after you (to leave) the house. 2. It (to rain) hard last night. 3. He (to leave) Kyiv ? – No, he is still in Kyiv. 4. He (to be) in hospital for ten days. 5. The goods (to arrive) yesterday. 6. I (to buy) this book in London. 7. They (to discuss) this important problem since 5 o'clock. 8. We (to speak) to him the other day. 9. She (to bring) us some interesting books. 10. He is not here, he (to go out). 11. They (to receive) our telegram last week. 12. We (to have) no news from him since he (to leave) home. 13. I cannot give you a definite answer as I not (to discuss) the matter with manager. 14. This delegation (to visit) our Institute some days ago.

VIII. Translate the following sentences into English

1. Вона відчинила вікно, ось чому у кімнаті досить холодно. 2. Мій брат живе в Черкасах з минулого року. 3. Студенти тільки що повернулися з колгоспу. 4. Вони вже повідомили про виконання роботи? 5. Він приніс листа від сестри. 6. Дощ скінчився. 7. Вони ще не повернулися. 8. Я бачила його тільки двічі. 9. Я розірвала папір навпіл. 10. Вона вже написала цього листа. 11. Він не бачив цих документів. 12. Я уважно прочитав його доповідь.

IX. Replace the infinitive in the brackets by the required tense

1. We (to translate) this article by five o'clock. 2. They not (to finish) their work by last Friday. 3. You (to ship) the good by that time? 4. The plant (to fulfil) its yearly plan by the middle of December. 5. He told me that he (to speak) to the manager

about it. 6. We (to finish) our work as he (to loose) his old one. 8. We looked through the catalogues which they (to send) us. 9. As we not (to receive) an answer to our letter we sent them a telegram. 10. They informed us that they (to charter – фрахтувати) the ship for the transportation of goods. 11. He told me that he (to buy) a new TV set. 12. He drove to the hotel where he (to reserve) a room. 13. She told me that she just (to return) from India. 14. He came home late in the evening as he (to visit) the Historical Museum and (to be) to a concert. 15. After the sun (to set) we decided to return home.

X. Translate the following sentences into English

1. Я згадав про це, коли вони вже пішли. 2. Ми вже відвантажили товари, коли прийшла ваша телеграма. 3. Коли секретар отримав телеграму, він одразу ж показав її директору. 4. Підписавши лист, він попросив секретаря відправити його. 5. Вона вийшла з кімнати після того, як вимкнула світло. 6. Після того, як вони перерахували ящики, вони відправили їх на склад. 7. Ми вже лягли спати, коли вони прийшли. 8. Ми прийшли до згоди (to come to an agreement) відносно умов оплати до того, як ви приїхали. 9. Він знову прочитав контракт раніше, ніж підписав його. 10. Директор повернувся до того, як вона надрукувала всі листи. 11. Ми прийшли на станцію до того, як стемніло. 12. Коли я зайшов до нього, він хворів вже кілька днів. 13. Я міг рекомендувати його як дуже здібного спеціаліста, оскільки знав його майже десять років. 14. Вони вже повернулися додому, як пішов дощ. 15. Ми вже пообідали, коли вона прийшла.

XI. Refer to the future as in the pattern:

By the end of the term we had learnt many new words. By the end of the term we shall have learnt many new words.

1. We had translated the first part of the book by the end of the month. 2. When we entered the theater the play had already began. 3. Every body had finished his work by the appointed time. 4. The doctor had examined ten patients by 5 o'clock. 5. The delegation had arrived in our city by 2 o'clock. 6. When I came back from the

Institute my parents had already learned the news . 7. We had repeated all the examination topics by the time of the exam.

XII. Translate these sentences into English

1. Я вже закінчу свою роботу до шостої години. 2. До 1 липня наступного року вони вже складуть вступні іспити. 3. Я закінчу цю роботу до того, як ти прийдеш додому. 4. Вона не перекладе цей роман. 5. Ми не повернемося з поїздки до кінця тижня. 6. Студенти перекладуть текст про ринкову економіку до кінця уроку. 7. Вони збудують нові гуртожитки до початку навчального року.

CAREERS IN TRAVEL AND TOURISM
COVER LETTER OR LETTER OF APPLICATION
RESUME

I Read and translate the text.

CAREERS IN TRAVEL AND TOURISM

Globalization is not a buzzword solely associated with international business. It has translated into a booming new career possibility: expanded services in the travel and tourism industry.

According to the World Travel and Tourism Council (WTTC), the industry "already is responsible for more than 10 percent of global employment." Dr. Brian White, director of the WTTC's Human Resources Center in British Columbia, says the field is incredibly diverse and comprised of seven major areas:

- Airlines/transport;
- Conferences and conventions;
- Arts and culture;
- Hotels, food and beverage;
- Ecotourism;
- Outdoor recreation;
- Ancillary services associated with tourism.

Industry Trends

With all this opportunity, where should you concentrate your efforts? Focusing on the market's demands may lead to more job openings.

On the corporate side, according to a piece on the industry trends online, the travel and tourism industry is "in consolidation mode." This means that smaller companies are merging or being acquired by the big players like American Express, Marriott and Carlson Wagonlit. So it might make sense to begin your career with one of the larger corporations, where you can gain exposure to many facets of the business while having relative job security.

An obvious trend is the increase in Internet service. The Web has created new and different career options for those interested in travel careers. Individuals can work for sites like CheapTickets.com, Orbitz and Travelocity.com.

Additionally, journalists may see more travel writing opportunities available in the traditional National Geographic Traveller, as well as online publications

Characteristics for Success

You must have patience, flexibility and excellent interpersonal skills. This is a service industry, first and foremost. Cultural sensitivity and awareness are critical, as tourism professionals deal with different countries and cultures.

Senior level executives generally have MBAs and develop skills and competencies that can be transferred across sectors. Mid-level professionals need a mix of practical experience and academic credentials, according to Dr. White, who also teaches in the field. For example, individuals might work full-time in the travel sector while going part-time for an advanced certificate in travel and tourism.

Pros and Cons

One obvious benefit of working in the travel and tourism industry is the opportunity to actually hop on a plane and see many locales at low prices, or even gratis. Another benefit for many is the fact that it is an international field that changes along with global trends.

One of the downsides to the business, especially the hotel and res-taurant side, is the long hours. Management must often work evenings and weekends. Individuals are often asked to move to a new location without much notice.

Ethics and Tourism

Dr. White reminds us there is a strong set of ethics required in the field of tourism, noting the industry has profound economic implications for a country's economy and people. It is important for individuals to consider their responsibilities, says Dr. White. Tourism is about more than making a profit; it involves benefiting

local communities, creating jobs that provide fair wages and not exploiting the environment.

By Nina Segal

Vocabulary

buzzword — модне слівце, спеціальний термін, вимовний з метою справити враження на дилетантів

solely — єдино, виключно, тільки, самостійно

booming — різкий підйом, що розширюється, процвітаючий

to expand — розширюватися

council — рада

responsible for — нести відповідальність, відповідати за ...

employment — зайнятість

human resources — людські ресурси

incredibly — неймовірно, надзвичайно, вкрай

diverse — різноманітний

to comprise — включати, містити

conventions — конвенція, збори, з'їзд

beverage — напій

ancillary — допоміжний, додатковий, службовий

piece — зд: стаття

consolidation — об'єднання, укрупнення, злиття

mode — образ дій, вид, стан

to merge — поглинати, зливати (ся), з'єднувати (ся)

to acquire — набувати

career — кар'єра

exposure — поставлення якогось впливу

facets — грань, аспект, сторона

relative — відносний

job security — гарантія зайнятості у даного роботодавця, забезпеченість роботою

obvious — очевидний

option — вибір, альтернатива, можливий варіант

patience — терпіння

flexibility — гнучкість

interpersonal skills — комунікабельність, вміння спілкуватися, налагоджувати контакти з людьми

service — обслуговування

first and foremost — перш за все, в першу чергу, по-перше

sensitivity — чутливість, сприйнятливність, здатність до швидкого реагування

awareness — обізнаність, інформованість

executive — зд: директор

MBA = Master of Business Administration — ступінь магістра в сфері бізнесу

to transfer — переміщати, переносити, переводити

experience — досвід, життєвий досвід

academic credential — атестат, диплом про освіту

advanced studies — заняття, курс підвищеного типу для продовжуючих навчання

pros and cons — за і проти

benefit — вигода

gratis — безкоштовно, задарма

actually — дійсно

downside — негативна сторона, зворотна сторона, нижня сторона

especially — особливо

to work long hours — працювати багато часу, більше 40 годин на тиждень, працювати понаднормово, працювати у вечірній час та вихідні

notice — повідомлення, повідомлення, повідомлення, попередження

ethics — етика

to require — вимагати

profound — сильний, глибокий, ґрунтовний

implications — наслідки, результати

profit — прибуток

community — спільнота, суспільство, громада

fair — справедливий

wage — зарплата

to exploit — експлуатувати

environment — навколишнє середовище

II Answer the questions.

1. What impact has globalization on tourism industry?
2. How many people does the tourism industry employ?
3. What is tourism business comprised of?
4. What should you concentrate on to be successful?
5. What is the trend in tourism industry on the corporate side?
6. Why is it better to start a career with one of the larger corporations?
7. What is going on with the Internet services?
8. Which way does this change influence different career options?
9. What career opportunities does the Internet offer?
10. What characteristics do you need for success?
11. What education does a senior manager need?
12. What are the benefits of working in the travel and tourism industry?
13. What are the downsides of the business?
14. What ethic principles are required in the field of tourism? Why?
15. What is tourism business all about?

III. Give Russian equivalents to the following words and word combinations.

Find and translate sentences with them in the text.

Buzzword, booming new career possibility, expanded services, World Travel and Tourism Council, global employment, Human Resources Center, conferences and

conventions, outdoor recreation, with all this opportunity, more job openings, on the corporate side, a piece, in consolidation mode, make sense, gain exposure to many facets of the business, career options, individuals can work for sites, additionally, online publications, a service industry, first and foremost, cultural sensitivity, senior level executives, MBAs, transferred across sectors, work full-time, advanced certificate in travel and tourism, obvious benefit, hop on a plane, downsides to the business, long hours, without much notice, a strong set of ethics required, profound economic implications, consider their responsibilities, benefiting local communities, fair wages, not exploiting the environment

IV. Give English equivalents to the following words and word combinations.

Асоціюється тільки з ...; міжнародний бізнес; згідно ..; відповідає за ..; дуже різноманітний; складається з; мистецтво і культура; готелю; їжа і напої; асоціюється з туризмом; напрямки розвитку індустрії; сконцентрувати свої зусилля; вимоги ринку; може привести к. ..; злиття компаній; купуються великими компаніями; почати кар'єру; щодо відповідності та впевненості в збереженні роботи у даного роботодавця; очевидна тенденція; збільшення Інтернет послуг; традиційні журнали; особисті якості, необхідні для успіху; терпіння; гнучкість; комунікабельність; обізнаність; мати справу з ...; навички та компетенції; професіонали середньої ланки; суміш практичного досвіду і академічної освіти; працювати неповний робочий день; за і проти; можливість; побачити багато місць за низьку плату або навіть безкоштовно; інша перевага; змінюється в ногу з глобальними тенденціями; працювати ввечері й у вихідні; переїхати на нове місце; нагадувати нам; економіку країни; отримувати прибуток; створювати робочі місця.

V Choose the right word from the list below. Mind the forms of the words.

Translate the article.

CARVE OUT A CAREER IN CATERING

Weekends _____ many workers a much-needed chance to relax and recharge unless they _____ in the catering business.

That's because Saturdays and Sundays are usually prime _____ for catered events. In fact, for catering workers, many of whom are students and stay-at-home _____ hours are in need of flexible schedules, weekend and _____ made to order.

So if you like to mingle with _____ work schedule and favor an active work _____ catering industry may be right for you.

A FLEXIBLE JOB

Catering jobs come in all _____ shapes and sizes, according to Bill Hansen, president of Miami-based Bill's Catering and Leading _____ of America. "There are jobs in _____ halls, off-premises caterers that cater in a variety of arenas, as well as home-party caterers," he says.

What's more, the catering industry offers hourly workers much more _____ than the restaurant business does. Once you begin to work for a catering firm, you can pick and _____ when you want to work," he says, adding that being available at a moment's notice can _____ you land assignments.

Stranger, parent, caterer, banquet, time, evening, environment, flexibility, to help, to offer, to work, to choose, different.

VI Fill in the blanks with prepositions from the last below where necessary. Translate the article.

THE RIGHT INGREDIENTS

Stamina is a key ingredient... success ... catering. "There is a lot ... schlepping, walking and heavy lifting," warns Hansen.

"You spend a lot ... hours ... your feet," says Feinstein. "These are not 9-...—5 jobs. Your call time [the time you need to appear] could be 6 a.m."

... the same time, a benefit associated ... this type ... work is free food. "You definitely get fed," she adds. "Sometimes you get ... really good food, and other times you get... the staff meal."

Job seekers should pay close attention ... personal grooming. As is true ... the food being served, looks matter. When walking ... an interview, look like you are applying ... a job and not the role ... a guest ... a party.

At, to, in, on, of, for, with.

VII Put the verbs in the right forms. Translate the article.

HOW TO FIND A JOB

The most important piece of advice to job seekers with minimal ex-perience (to be) (to be) honest. Experience in this field (to be) not some-thing you can (to fake). Someone (to see) through you. Instead, (to approach) potential employers with a can-do attitude. "Offer to do anything to get your foot in the door," the seasoned people (to advise). "This (to include) washing dishes, food prep and being a gofer." This (to be) also a great way (to see) if the catering business (to be) right for you.

"Be willing (to make) a little bit less (to start) and you probably (to get) a break," they (to add).

If you (to prepare) (to start) as a server, for instance, you (to have) a pretty good chance at landing a long-term job in the field without formal training or experience, because some caterers would rather (to train) someone (to do) things their way.

COVER LETTER OR LETTER OF APPLICATION

VIII Read and translate the cover letter.

12 October, 2005

Human Resources Department
Rembrandt Travel, Ltd.
76 Fulton Street,
London N5 KL4.

To Whom It May Concern,

I wish to apply for the position of Assistant Manager, advertised in the "The Sunday Times" on October 11, 2005.

As you will see from the enclosed resume, I have two years experience working for different hotel groups in Russia and the USA. During this period I gained an intimate knowledge of the hotel industry in both countries and I feel I'm ready for this new challenge.

At present I am taking the English for Tourism course at William & Mary College.

My native language is Russian, and I also speak good French and basic Spanish.

Consider me for an interview.

Yours sincerely,

J. Shestak

Julia Shestak

IX. Write your own letter of application to the desired position. Use the pattern

Date

Address

Greeting (Dear Mr./Mrs. Simpson, or Dear Sir/Madam, or To Whom It May Concern, depending on the situation)

You objective and short description of your experience and/or qualifications that make you the best candidate for this position. Make notice of the enclosed resume or CV. (max 2—3 sent.)

Reference to the source of information or how you came to know about the particular open position. (Give name, date and issue number for the newspaper; or full address for the web site; or full name of the person who told you about the particular position.)

Consider me for an interview. (A necessary phrase to be used in cover letter or letter of application.)

Closing (e.g. Yours faithfully, or
Yours sincerely, or Yours truly,)

Your signature in ink

Your full name (First name
Lastname)

RESUME

X Read and translate the resume.

Julia Shestak

83 St. James St, Willamsbours, VA, USA

Phone: 1-640-345-5527

E-mail: julial5yahoo.com

Objective: I apply for the position of Assistant Manager. I have a two years experience of hotel work and possess an intimate knowledge of the hotel industry in Russia and the USA.

Education:

1998—2003, South-Russia State University of Economics and Service, Rostov-on-Don, Russia, Department of Service, the Chair of Social and Cultural Service and Tourism, Honour Degree Diploma. Majors: Hospitality Industry, English.

1988—1998, Secondary school # 5, Rostov-on-Don, Russia. Certificate of Maturity with Honours (Silver medal).

Experience:

April 2005 — present, Holiday Inn Hotel, Jamestown, USA. Responsible for improving administrative methods, general supervision of the front desk work and housekeeping staff work. Manage groups of receptionists (4 people) and housekeepers (12 people), do scheduling, maintain productivity.

May 2004 - April 2005, Holiday Inn Hotel, Jamestown, USA. Front desk receptionist. Responsible for reservations, check-ins and check-outs, room service, timely housekeeping, phone calls and assistance to hotel guests. Promoted to the position of the assistant manager.

June 2003 — May 2004, hotel "Moscow", Rostov-on-Don, Russia. Receptionist. Responsible for phone calls, reservations, check-ins and check-outs, housekeeping. Was offered a receptionist position at Holiday Inn.

January 2000 — May 2003, university library, South-Russia State University of

Economics and Service, Rostov-on-Don, Russia, part-time position of a secretary.
Duties: typing and filing correspondence, answering phone calls, sending and receiving faxes, general office work.
Interests: reading, tennis, swimming.
Languages: Russian (native), English (fluent), French (good), Spanish (basic).
Computer skills: advanced user of all Microsoft Office programs (Word, Excel, Power Point, Corel Draw, Visio, and Adobe Photoshop).
 References available upon request.

XI Write your own resume using the following pattern and the example above.

Full name (Firstname Middle initial Lastname)	
Address	
Phone number	
E-mail address	
<i>(in case you have two addresses, give both)</i>	
Winter address:	Summer address:
Dates to write to this address	Dates to write to this address
(e.g. September — May)	(e.g. June — August)
Address of the place where you live while studying	Address of the place where you live in summer or your parents' address
Objective (max 1 sentence)	
Education (in the reverse order, i.e. put last received education first)	
Date of entering (year) — date of graduation (year) or present, name of the institution or high school, location, department and chair if applicable, major subjects studied, degree, type of the document received or "Diploma/Degree/Certificate expected in (date)".	

Working experience (in the reverse order, i.e. put last position first) Starting date (month, year) — date of leaving (month, year), name of the company, location, type of business if necessary, position(s) held, duties, promotions, awards if applicable, reasons for leaving.

Describe three last positions in detail, giving quantitative-qualitative characteristics; describe other positions briefly.

Volunteering work (if applicable)

Language skills (including level of proficiency for foreign languages e.g. basic, good, fluent; indicate the native language).

Computer skills (name computer programs you are familiar with, indicate the level of proficiency, e.g. literate, user, advanced user, professional programmer).

Interests and hobbies.

Achievements and awards/rewards.

References (names of people and their contact information) or "References available upon request" if the necessity of references was not mentioned in the job advertisement.

DIALOGUE 1

Read and dramatize the dialogue. Find out the meanings of the underlined words and phrases.

HOTEL RESERVATION

Clerk: Good afternoon. Seaside Motel.

Carol: This is Carol Taylor. I'd like to make reservation for three people for the Labour Day Weekend. Do you have any rooms available then?

Clerk: Let me check. How long do you plan to stay?

Carol: Only two days, Saturday and Sunday.

Clerk: Yes, we still have some rooms available. Would you prefer one room or two rooms

that adjoin each other?

Carol: How much do the rooms cost?

Clerk: The cost of one room with two double beds is \$79 a night and the rate for adjoining rooms with one double bed each is \$49.

Carol: In that case, let me have just one room.

Clerk: All right. Can you spell your name, please?

Carol: Sure. It's T-A-Y-L-O-R. Do you need a deposit?

Clerk: No, thank you. We can hold the room for you until 6:00. When do you plan to get here?

Carol: We should be there by 5 o'clock at the latest.

Clerk: That's wonderful. We'll look forward to seeing you then.

XII Call a hotel and reserve a room for your friends, who will visit this city for some time next week. Call another hotel if this one is full for the time you need. Dramatize the conversations.

DIALOGUE 2

Read and memorize the dialogue.

CHECK-IN

Receptionist: Good morning, sir. Can I help you?

Dr. Gilbert: Yes, I've got a reservation. My name is Jason Gilbert.

Receptionist: Just a moment, please. Could you spell your name, please?

Dr. Gilbert: G-I-L-B-E-R-T.

Receptionist: Right, Dr. Gilbert. A single room with a bath and continental breakfast for 2 nights.

Dr. Gilbert: No, it's three nights, from the 15th to the 18th of September.

Receptionist: No problem, I'll change it for you. May I see your passport, please? Thank you. Could you fill in this form, please?

Dr. Gilbert: Sure. Have you got a pen?

Receptionist: Here you are.

Dr. Gilbert: Thanks.

Receptionist: All right, sir. Here is your key, room 308 on the third floor. The lifts are over there.

Dr. Gilbert: Thanks. What time is breakfast?

Receptionist: Any time from 7 to 10 o'clock. The dining room is on the first floor, but you can have breakfast in your room, sir, if you want, you just need to tell me now or call the reception from your room in the morning.

Dr. Gilbert: No, thank you, I'll come downstairs.

XIII Role-play the conversation changing roles of the guest and the receptionist.

DIALOGUE 3

Read, memorize and dramatize the dialogue.

BELLBOY

Bellboy: Oh, yes. All the rooms here at the hotel are quite large and the rooms on this side of the building have a lovely view. Let me open the drapes for you.

Lady: Oh, you're right. The view is wonderful.

Bellboy: Yes, it is. Now you'll find information about the facilities of the hotel in the directory which is next to your telephone. The TV is across the room in the corner.

Lady: That's fine, thank you.

Bellboy: Now, in the directory you'll find the phone numbers and information about room service, our restaurants and coffee shops. Our two restaurants are on the first floor and the coffee shops are in the lobby.

Lady: Oh, that's fine. Thank you very much.

Bellboy: There's also a hairdresser's and a news stand just off the lobby to the right of the desk. I think the hairdresser's is closed on Monday.

Lady: When is the room service available?

Bellboy: Oh, our room service is available 24 hours a day here.

Lady: Oh good, thank you very much!

Bellboy: Yes. Now. We have a cocktail lounge on the top floor and a swimming pool in the basement.

Lady: I see, I see. I think I have it all done now. Thank you very much. Why don't you take this, just a little something for your trouble?

Bellboy: Well, here's your room, Madam. After you.

Lady: Thank you. What a nice large room!

Vocabulary

hairdresser's — парикмахерская

drapes — шторы, портьеры

directory — телефонный справочник

coffee shop — кафе

room service — обслуживание в комнате, уборка комнаты

available — доступно, имеется в наличии, имеется в распоряжении

news stand — газетный киоск

lobby — фойе

cocktail lounge — бар

basement — цокольный этаж, подвал

facilities — средства обслуживания, удобства, услуги

DIALOGUE 4

Read, memorize and dramatize the dialogues.

RECEPTION

1

Receptionist: Reception. Can I help you?

Mr. Thompson: Yes, could I have a coke and a cheese sandwich for room 149, please.

Receptionist: Certainly, sir. Would you like anything else?

Mr. Thompson: No, thanks.

(Several minutes later Mr. Thompson hears a knock on the door)

Bellboy: Room service.

Mr. Thompson: Thank you. Can you put it on my bill, please?

Bellboy: Yes, of course

2

Receptionist: Good afternoon.

Ms. Kelly: Hello, is that reception?

Receptionist: Yes, madam. Can I help you?

Ms. Kelly: Yes, the TV in my room doesn't work. Could you repair it, please?

Receptionist: Yes, of course. I'll do it immediately. What's your room number?

Ms. Kelly: Room 307.

3

Receptionist: Reception.

Mr. Simpson: Hello, this is Mr. Simpson from room 637. There aren't any towels in my room. Could you bring me one, please?

Receptionist: I'm very sorry, sir. I'll bring you one right away.

Mr. Simpson: Thanks.

Receptionist: Reception, can I help you?

Br. Brown: Yes, this is room 418. Could you wake me up at 6.45 tomorrow morning?

Receptionist: 6.45, room 418. Yes, of course, sir. That's fine.

Br. Brown: Thank you very much.

Make up and role-play your own dialogues in pairs. You are the hotel guest, ask or request something. Your partner is the receptionist. Swap roles. Use the suggestions below and think of your own.

- A white coffee and a pork roll
- Air-conditioning
- Heating
- Blankets
- Toilet paper
- 7:30

XIV Translate into English.

1. — Готель «Сонячна», добрий день!

- Я б хотів забронювати одномісний номер з ванною на два дні.

- Ви хочете звичайний номер або люкс?

- Звичайний, будь ласка.

- На скільки днів і якого числа ви приїжджаєте?

- Я приїжджаю 12-го, пробуду тиждень, може більше. У вас зараз багато постояльців? Я зможу продовжити проживання в тому ж номері, якщо мені доведеться затриматися на довше?

- В цю пору року ми зазвичай дуже завантажені, але я впевнена, ми зможемо що-небудь для вас придумати. Ви хочете кімнату з видом на море? Чи це не обов'язково?

- Вид на море - це, звичайно, добре. Чи відрізняються вони за ціною?

- Так, номер з видом на море на 100 руб. на добу дорожче.

- Це не велика різниця в ціні для мене.

- Добре. На чие ім'я забронювати номер?

2. - Пробачте, ви адміністратор?

- Так, чим можу допомогти?

- Я їду сьогодні увечері. Можу я звільнити номер до обидві — да, але залишити речі в готелі до 6 години вечора? Не хотілося б їздити по місту з сумками.

- Так, звичайно, ви можете розплатитися зараз, звільнити номер до полудня і залишити речі у покоївки на першому поверсі.

- Це надійно?

- Звичайно, надійніше, ніж в камері схову. Ось ваш рахунок.

- Дякую.

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